

2009 WIC Participant Survey Results

Below are general comments from the surveys. Some may not apply to your clinic, but it's always a good reminder to see what works and what may need some attention.

A few positive quotes about Montana WIC:

- ◆ You cannot improve at all. WIC has helped my family and me more than I could imagine.
- ◆ You guys rock!
- ◆ They always treat me with respect and my children love them.
- ◆ Everyone is so pleasant and helpful all the time. The people make WIC a great experience. Thank you!
- ◆ I feel everything is as it should go.
- ◆ I'm so grateful for this program.
- ◆ I received good information on breastfeeding and nutrition and I was glad I had someone to answer my questions.
- ◆ You guys are really helpful and understanding.

Food Package

- ◆ Allow organic, especially milk
- ◆ More variety of juice and cereal
- ◆ More ounces of cereal
- ◆ Put fruits and veggies in the food package
- ◆ Put baby food in the food package
- ◆ Least expensive is often confusing and does not allow for many options

WIC Clinics

- ◆ Don't schedule appointments so close together
- ◆ Consistently answer the phones and return phone calls
- ◆ WIC clients felt more comfortable with the program when they were kindly and appropriately greeted

- ◆ Put out nutritional cartoons and articles for children and parents to look at while waiting
- ◆ A clean waiting room is important
- ◆ Walk-in days were either greatly appreciated or were felt to be greatly needed
- ◆ Give WIC people a bigger office!!

Vendors and Shopping Issues- This was by far the biggest issue for WIC clients

- ◆ Give cashiers better training
 - Cashiers say one thing, WIC personnel says another
 - Cashiers from store to store say different things
 - Cashiers are rude and not very discreet
- ◆ Stores should clearly identify items that are WIC approved
- ◆ Train store staff so that they can help WIC participants find approved items
- ◆ The “big green packets” are cumbersome
- ◆ A debit card type system would make the program easier